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May 31, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554
Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

First Call for Help Iowa, Inc. hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. First Call for Help Iowa, Inc. is limiting its comments to the status of 2-1-1 service in Iowa.

First Call for Help Iowa, Inc. funds approximately 7 employees and has provided 2-1-1 services since February 11, 2004 to 24 counties in eastern and southeastern Iowa, including the cities of Cedar Rapids, Waterloo and Iowa City reaching a population of 834,000. The database of service providers used for making referrals has listings for 1,075 Agencies and 3,668 Programs. In 2006, our 2-1-1 received 39,633 information and referral related calls.

The most common reasons clients give for calling First Call for Help Iowa, Inc. are Utility Assistance, General Information and Referral, Tax Preparation Assistance/Scheduling, Child Care and Rent Assistance. First Call for Help Iowa, Inc. has teamed with Linn and Benton County Emergency Management along with FPL Energy Duane Arnold Energy Center. First Call for Help Iowa, Inc. is the public's resource to information during an emergency. In February of 2007, much of Iowa was hit with a severe winter storm. From February 24 thru March 6, First Call for Help Iowa Inc. took nearly 400 calls from individuals needing assistance related to the winter storms.

First Call for Help Iowa, Inc. has worked closely with community partners, including Hawkeye Area Community Action Program, Foundation 2 and Heritage Area Agency on Aging and devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

Christina M. Juett, CIRS

2-1-1 Program Manager

In partnership with Cedar Valley United Way, United Way of East Central Iowa, United Way of Johnson County, United Way of Mahaska County, United Way of Wapello County and Waverly-Shell Rock Area United Way